

For our client, a global company with headquarter in the city of Zug, we are looking for a person to join as

Operations Specialist E_G

RESPONSIBILITIES

Job Purpose/Summary

As an experienced operations specialist you will be responsible for the handling of the operational aspects of our customer business. The operations specialist's responsibilities include order management, organisation of logistics and customs handling, management of exceptions and dealing with the contact partners on the customer, supplier, and service provider side.

To be successful as an operations specialist, you should be committed to improving customer experiences and able to ensure operational efficiency. Ultimately, a top-notch operations specialist should be proactive, have excellent organizational, communication and problem-solving skills.

Key Accountabilities/Result Area

Based on your experience you will be accountable for:

- Managing day-to-day operations and order management
- Interacting with customers, suppliers, and other service providers, handling exceptions and resolving issues
- Interact with the other business departments in order to enable a smooth operation
- Optimizing operational processes and procedures for maximum efficiency while maintaining quality standards
- Assisting with the implementation of new processes and procedures
- Identifying ways to improve customer experiences
- Tracking and reporting on operational performance
- Maintaining policy and standard operating procedure documents

Experience/Qualifications

- Bachelor and/or commercial practice or similar
- 3+ years of experience in operations/order management or in a similar role
- Excellent SAP user skills in the logistics modules (SD/MM) or similar ERP/MRP/TMS systems
- Experiences in CRM, In-Export, logistics and customs procedures

- Ability to analyse and improve operational processes
- Motivation to work in challenging global Supply Chain environments of companies in various industrial sectors with different entities such as customers, suppliers, 3rd party logistic providers, authorities etc.
- Strong organizational skills
- Excellent communication skills, both written and verbal
- Excellent oral and written English skills; German is a plus
- Strong problem-solving and time management skills
- Proactive and detail-oriented

If you are of opinion, you can handle the described responsibilities and meet the profile requirements, want to become part of a team-oriented, young and dynamic organization with a flat hierarchy, where your contribution will be recognized and rewarded, you are invited to contact us. Kindly send your current CV in English together with your references, diplomas and permit copy to monika.zanella@mz-personal.ch